

Clerical and Office Branch  
Office Machine Operation Group  
Communication Series

**COMMUNICATION DISPATCHER II**

07/00 (LBT)

*Summary*

Under direction, monitor and respond to radio transmissions from field personnel and telephone calls from general public, security cameras and alarm systems.

*Typical Duties*

Respond to crash phone emergency transmissions, radio transmissions and telephone calls. Involves: receiving and responding to crash phone calls from the Air Traffic Control Tower; notifying emergency response personnel and routing resources to an aircraft emergency; receiving and responding to radio requests from field units for address verifications and procedures for handling situations, problems, and emergencies; relaying information from field crews to maintenance section supervisors concerning mechanical malfunctions; establishing priorities; scheduling response to problems, such as, water main or sewage line breaks, and unique problems encountered by field personnel; notifying field personnel of complaints and assignments; receiving incoming telephone calls from general public and responding to questions on water utility or airport policies, billing procedures and charges, complaints, etc.; transferring callers to designated persons within department.

Monitor security, security cameras and alarm systems. Involves: monitoring computerized Access Control System (ACS); dispatching personnel to areas where unauthorized access is attempted; issuing badges for authorized personnel; observing premises through security monitors and checking alarms; notifying security of discrepancies; patrolling assigned areas to activate alarms and ensure doors are secured; issuing keys to authorized personnel and verifying timely retrieval; issuing pagers and radios to departmental personnel as needed.

Assist with administrative or other functions. Involves: coordinating activities of work crews; preparing reports; maintaining activity logs; updating maps, street locator guides, emergency call rosters and personnel telephone listings; setting up and assisting in required security training; dispatching shuttle buses and confirming drivers are available; monitoring drivers breaks to ensure continuity of service; maintaining the Airport lost and found desk and storage area; typing, filing, and performing other clerical work; testifying in court.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for projects or activities overseen by higher-grades, non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; maintaining awareness of occupationally related technological, legal, and methodological developments; logging activities; preparing and submitting recurring or special status reports; keeping tools, equipment and work area orderly, safe and clean.

*Minimum Qualifications*

Training and Experience: Graduation from high school or G.E.D. plus three (3) years general work experience, including one (1) year operating radio communication equipment and one (1) year public contact; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Some knowledge of: office practices and procedures; City streets, intersections and geographical layouts; telephone procedures; use and care of two-way radio communication equipment; rules and regulations pertaining to radio dispatching.

Ability to: express oral directions and information quickly and precisely in a clear and effective manner; respond to public's questions accurately, tactfully and courteously; follow oral and written instructions; follow a series of procedural steps; view security monitors and quickly identify irregularities; establish and maintain effective working relationships with fellow employees, officials and the general public; express oneself clearly and concisely both orally and in writing; perform basic arithmetic computations; work under pressure; make sound decisions; maintain logs and files and prepare reports; speak and understand English and Spanish.

Skill in the safe operation and care of: office equipment; Personal Computer and network workstation; radio dispatch equipment; security cameras; video taping equipment; telephone consoles; motor vehicle.

Physical Effort & Work Environment: Sitting for long periods of time; standing, walking, and moving; lifting and moving items up to 20 pounds; driving a motor vehicle through City traffic.

Licenses and Certificates: Texas class "C" driver's license or equivalent from another state.

Special Requirements: Subject to call back, working rotating shifts, flexible hours, weekends, holidays, and extended hours.

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Director of Personnel

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Department Head

OFFICIAL